

**City of Buckeye**  
**Utility Billing Department**  
**530 E. Monroe Avenue**  
**Buckeye, Arizona 85326**  
**Customer Service Line: 623-349-6100**  
**Monday - Thursday 7:00 a.m. – 5:00 p.m.**

Welcome to the City of Buckeye. This notice will provide you with important information regarding your account.

#### **NEW ACCOUNT FEES**

Expect to see the following charges on your first billing statement:

- Account Processing Fee (all accounts): \$60.00
- Advance Solid Waste/Recycling
  - Sun City Festival- in ground cans \$30.89 All other trash/recycling customers \$19.38

#### **ACCOUNT SECURITY**

The City of Buckeye takes identity theft seriously and follows all federal rules and guidelines to protect the identity and sensitive information of our customers. Account information is only provided to the account holder after identity has been verified. If you wish to provide access to account information, other than the account holder, you may do so by adding a password to the account.

#### **METHODS OF PAYMENT AND PAYMENT OPTIONS**

There are several ways you can pay your City of Buckeye Utility Bill.

- On line 24 hours per day/ 7 days a week at - [www.xpressbillpay.com](http://www.xpressbillpay.com)  
In addition to making a one-time payment, you can also sign up for auto pay.
- By mail or in person at City Hall
- Phone payments 24 hours per day/7 days a week. Call 1-888-694-2671
- Pay at one of the designated kiosks.

JJ.'s Food Mart	City Hall	Goodwill	Goodwill
1419 Jackrabbit Trail	530 E Monroe	211 N. Litchfield Road	14063 W. Grand Avenue
Buckeye, AZ	Buckeye, AZ	Goodyear, AZ	Surprise, AZ
24-hrs/7 days	24-hrs/7 days	9a-9p M-Sa/10a-6p S	9a-9p M-Sa/10a-6p S

(Additional kiosk locations and hours of availability can be found at [www.paysitekiosklocator.com](http://www.paysitekiosklocator.com))

There is a \$2.00 convenience fee when paying by electronic check using the phone payment option or using a kiosk not located at City Hall.

Cash, checks, credit and debit cards are accepted. Canadian checks, Canadian money orders and all starter checks are not accepted.

Cards accepted: MasterCard, Visa and Discover

Payments made through the automated phone system, on-line or at the kiosk do not post to your account for 24- to 48-hours.

#### **DEPOSITS AND DEPOSIT RETURNS**

Deposits remain on your account for at least 12 months. You do not earn interest on your deposit. Customers with 12 consecutive months of on time payments may request, in writing, the deposit be credited to their account.

If you turn off services before your deposit is refunded, the deposit will be applied to your final bill. If applying the deposit results in a credit balance on your account, the balance will be refunded to you by a check sent to the mailing address you provide us when you terminate your account.

#### **DELINQUENT ACCOUNTS**

Revised 11 16 15

Regular monthly bills are due 21 days from the billing date. If we do not receive your payment by the close of business on the 21<sup>st</sup> day, your account becomes delinquent. A delinquent disconnect notice will be mailed to you if your account is over 30 days past due and a late fee and disconnect notice fee of \$15.00 will be added to the account.

Accounts that have service interrupted due to non-payment will be charged a \$60.00 collection fee.

Customers who are delinquent or have services interrupted must speak with a customer service representative at 623-349-6100 to make the required payment in order to avoid disconnection of services or have services restored.

To restore your service that has been disconnected for non-payment, all amounts due must be paid, plus a disconnect fee of \$60.00. Services will be restored the next business day following payment. Customers requiring service reconnected the same day of payment will be assessed a \$100.00 fee. Customers with more than three disconnections due to non-payment may be required to place an additional deposit on the account.

**DISHONORED PAYMENTS**

If a payment is returned or denied by your financial institution, we require immediate repayment with cash, money order or cashier’s check. A fee of \$35.00 plus applicable taxes will be charged.

If your account has two or more returned payment items in 6 months, the account will be designated as cash-only. Payments will need to be made with cash, cashier’s check, or money order until your account no longer has a cash-only status.

We will disconnect your services without further notice if your payment item is returned under one or more of the following circumstances:

- You received a pending disconnection for non-payment.
- You paid us with the payment item to restore your services we disconnected for non-payment.
- You paid the required deposit to turn on service with the dishonored payment item.

**GARBAGE AND RECYCLING**

If you do not have containers for trash and recycling at your residence please call our customer service line to schedule a delivery.

Trash and recycling containers must be placed curbside the night prior to your service date.

Call customer service if your bin is missed on the regularly scheduled service day, is damaged or is missing.

The City of Buckeye provides trash/recycling services only in Verrado. In the subdivisions of Watson Estates, Miller Manor, Dove Cove, Dove Trail, Dove Run, Dove Mesa, Riata West, Rancho Vista, Crystal Vista, Encantada, Sunset Point, Sunset Vista, Blue Hills, Santara, West Park, Cholla Ranch, Sonoran Vista, Parkside, Northwood Park, Miller Park, Buena Vista or Buckeye Park, water and sewer are currently billed separately from the trash and recycling services. All other areas of Buckeye are billed for water, sewer and trash on one bill.

**CURRENT CHARGES:** The following service charges and fees are in effect as of January 1, 2016, and are subject to sales tax.

Late fee	1.5% of delinquent amount	Meter Tampering	\$200.00
Account processing fee	\$60.00	Returned Payments	\$ 35.00
Delinquent disconnect notice	\$15.00		
Delinquent collection fee	\$60.00		
Delinquent-same day connection fee	\$100.00		

For a complete listing of fees, deposits and information regarding water, sewage, trash and recycling accounts visit [www.buckeyeaz.gov](http://www.buckeyeaz.gov)